



## UNHCR's eleventh meeting with NGO partners on preparedness and response to COVID-19 in refugee situations

Theme: The role of the Global Compact on Refugees (GCR) and follow-up to the Global Refugee Forum (GRF) in the current COVID-19 context.

27 May 2020

Online

### Participants:

#### UNHCR:

- Gillian Triggs, Assistant High-Commissioner for Protection
- Perveen Ali, Head, GRF Coordination Team
- Yonatan Araya, Senior Policy Adviser, GCR, Regional Bureau for East and Horn of Africa and Great Lakes
- Leslie E. Velez, Head (a.i.), External Engagement, Uganda.
- Arafat Jamal, Head, Partnership, and Coordination Service
- Leigh Foster, Chief, Global Public Outreach and Campaigns

#### NGOs:

- About 80+, mostly NGOs.

### Agenda:

1. Update on World Refugee Day
2. Follow-up on the GCR and GRF in the current COVID-19 context

#### 1. Update on World Refugee Day

#### Leigh Foster

- In early March we realized we needed to adapt to the COVID situation, particularly our messaging for the World Refugee Day.
- We decided to go back to the messaging that we were using during the GRF "Everyone counts", every action count, and everyone can make a difference. We sensed that during the COVID situation the overwhelming feeling is that we are all in this together.
- This year we are broadening the message for all people who are vulnerable, including refugees. It is an overall umbrella message.
- We will be telling stories of refugees who are stepping up and taking the lead in fighting COVID, also showing how refugees themselves are helping to mitigate the infection.
- We will also show how UNHCR and its partners are staying and delivering and taking proactive actions to ensure that we mitigate all sorts of infections in refugee settlements.
- At the same time, we are still trying to mobilize action and support, to ensure that we are able to show the positive stories behind.
- COVID is going to be still the main story around June 20<sup>th</sup> so the question is how can we tell the story against the COVID backdrop?
- Instead of in-person events, we encourage all of our offices to organize virtual events, this is not always possible in some parts of the world, but we have got some very encouraging signs that virtual events or broadcast radio, television. Bringing people together is going to be very difficult and we also feel that the perception of UNHCR as being a public convener at this time is probably not a good idea and that is probably also the case with NGO partners.
- We will pass on a toolkit in the next days. We hope to have one key video that will be amplifying the campaign and we would love to have your help to spread the word.



## Q&A

### Women's Refugee Commission

- Are there going to be social media kits? Are there any kind of lead up messages that you are going to be encouraging? WRC as an advocacy organization would be happy to reinforce those and also feed into some of the things that we are planning on the World Refugee Day.

### Save the Children

- For the World Refugee Day, Save will put an emphasis on refugee children and more specifically on education for refugee children. Due to the locked down measures, education for refugee children has been severely affected by COVID and we will focus on distance learning and the importance of back to school.

### Leigh Foster

- We will have social media assets to share. Besides videos, we have some key messages. We can share those with you and it would be fantastic if you can amplify some of our messaging.
- We would love to hear some of your ideas and what you are going to be doing around World Refugee Day so we can also amplify from our side.
- We would be happy to have individual calls with you, talk about what you are planning for World Refugee Day because it is helpful for us to get a sense of what is happening around the world and how we can amplify each other messages on 20 June and the days around it.

### Claire Lamont (UNHCR)

- Slide 10: on "The cities with refugees initiative", you can see a modular macro that we have prepared, it is an example. We are sharing this with mayors and municipalities who signed our cities with refugee's solidarity statement. We got it 250 cities in 50 countries who are engaging on advocacy around the important role of cities in integrating refugees into their COVID-19 responses but also more generally in engaging refugees in planning and city responses in normal time. More information: <https://www.unhcr.org/withrefugees/>
- We are asking municipalities to do is to modify this macro with their city name and link in whatever initiative they are taking. It does not have to be a new initiative (e.g. some initiatives launched last year aimed to support refugees concretely to connect with the Everyone Counts Campaign on what they are doing at local level with communities.
- We also have a webinar planned on cities in the COVID-19 response on 18 June.

## 2. Follow up on the GCR and GRF in the current COVID-19 context

### Gillian Triggs

- The GRF was a time of great optimism and opportunity. The overwhelming majority of States in the international community agreed in 2018 to the Compact as a new way of responding to humanitarian challenges. The key idea was equitable sharing of burden and responsibilities for protecting and assisting refugees, internally displaced people (IDPs), the stateless, and many others of concern to UNHCR.
- The Forum stimulated over 1400 pledges and commitments by States, business community, civil society, non-governmental organizations, and refugees.
- The Forum was a success and was enormously encouraging but who could have imagined that just a few weeks later we would be facing a global health pandemic with the tragic outcomes of 350,000 deaths throughout the world?
- It is a pandemic that compounds pre-existing crises and impacts vulnerable people in situations of conflict, inequality, facing environmental degradation, and poverty.



- COVID-19 has become a crisis on top of other crises, in which the fundamental principles of human rights and refugee law are now under very serious threat.
- A threat that we see as we move into the 70<sup>th</sup> anniversary of the Refugee Convention. With the pandemic we have seen more than 160 countries closing their borders, denying or suspending the right to claim asylum, and risking breaching the fundamental principle of *refoulement* of a person to a place of danger and persecution.
- COVID-19 is essentially a global health phenomenon, an emergency, that has a discriminatory impact on all vulnerable people including those of concern to UNHCR: refugees, IDPs, and stateless people.
- Two years after the Compact was agreed to, its core principles are proving to be absolutely vital in responding to the pandemic.
- Global solidarity is at the core of the Compact and it contains the measures that we need to respond to this situation. Importantly, there is also the commitment to inclusion which is crucial because the impact of the virus has been not only on health but with long-term social and economic consequences too.
- The GRF [outcome document has just been released](#).
- The Forum had six areas of focus, burden- and responsibility-sharing, education, jobs and livelihood, energy and infrastructure, protection, and solutions. Most of the pledges made were related to protection, education, and refugee inclusion to encourage self-sufficiency.
- 40 pledges were made in the context of energy and conservation and 30 states signed up to the Clean Energy Challenge.
- There was a strong support for durable solutions including family reunification, positive ways forward for the future with education and labor mobility. We saw also the launch of the 3-Year Strategy on resettlement and complementary pathways.
- We saw concrete outcomes, including local infrastructures for health, water and sanitation.
- One of the very serious consequences of the lockdown has been sexual- and gender-based violence. We are receiving information through call centers, and other remote facilities, getting complaints about gender-based violence and the need to have access to services, many of which were closed down as a consequence of the lockdown.
- We have also seen the loss of social cohesion, access to jobs. Vulnerable people being most vulnerable to the loss of livelihoods and all the consequences that go with that.
- We do have a number of future challenges such as the concern that the restrictive measures that have been adopted to respond to the pandemic may become entrenched. We need the NGO community to stand up for those core refugee and human rights principles.
- One of the positive ways forward for us will be to scale up the use of remote technology. We have seen very successful use of call centers. We have gained a lot of experience as UNHCR in remote access to areas in conflict. We now learn how to use technologies in this context.
- In conclusion, returning to the vision of the Compact and the Forum, we have the principles, the commitment through the pledges but now the great challenges is to ensure that we implement those commitments in extremely challenging times.

#### Perveen Ali

- Second briefing on the GRF will be on June 11<sup>th</sup> for all States and stakeholders. We will provide updates, where we stand in terms of the road map. It will be a good opportunity for more in depth discussion.
- UNHCR released a paper on [The role of the GCR in the international response to COVID-19 pandemic](#). Focused on what we can do in the context of follow-up to the GRF to support and amplify the role of the GCR in the COVID-19 response?

- Slide 2: We started looking at the key principles in the Compact that are directly relevant to what we need to do now. Burden- and responsibility-sharing is key, looking at how particularly development and other actors have been able to step up in this context to provide targeted support for host countries and include refugees in their response.
- Protection is also a key principle, related both to the adaptability of asylum systems in the context of different emergencies as well as the identification in response to specific needs that might be arising.
- There is also the issue of inclusion in national systems and in the context of the COVID response. It is about the inclusion of refugees in national responses as well as longer-term plans to address the socio-economic impacts and then throughout all the multi-stakeholder engagement which is essential.
- Slide 3: How is the GCR supporting the response and can be further engaged in mobilizing support? One of the first things that we looked at was the GRF pledges, to see whether there were pledges in specific areas that are relevant to the COVID response that could be considered for acceleration by the pledging entities. We took a number of examples of pledges that were made in relation to Health, WASH, Social & Protection capacity.
- For example, we are seeing escalating rates of GBV and maybe there are some GRF pledges related to SGBV that could be accelerated to support the response.
- Slide 5: We developed a fairly comprehensive set of examples of the different kinds of pledges in these areas that could be considered but they are just examples. There are many other pledges that could also be considered.
- It is up to each pledging entity to consider how they would like to adapt or accelerate the pledges they made in this current context.
- The paper is a living document, it will be continuously updated as we receive new information and new ideas about how the GCR is making a difference in the response.
- Another area where we can focus is protection mechanisms and looking at how asylum systems can be adapted to ensure that there are protection and health sensitive arrangements for the new arrivals.
- E.g. the Asylum Capacity Support Group (ACSG) could potentially play a role. A number of countries are already taking measures to adapt their asylum systems to expedite processing through health screenings or quarantines and a number of the of the mechanisms.
- It is important to look at the specific needs of individuals and particularly those who are even more vulnerable in the context of the COVID-19 pandemic. E.g. women and girls who may be at risk of SGBV, older people, or people with disabilities who may be more at risk and considering how to both identify and address those specific needs.
- Another key part of this is the multi-stakeholder approach. NGOs, international organizations, development actors, the private sector, cities, and refugees play an important role in taking forward and supporting the response, and there are a number of examples provided in the paper that explain how this is being done.
- E.g. Among the development actors we have seen a number of development banks and institutions developing special funding windows or mechanisms for the COVID response. We have been working closely with them to ensure that refugees are included.
- Cities are also very much at the forefront as first responders. A number of cities have come together to identify and share good practices that could be also replicated in this context.
- Another mechanism we could consider using are the Support Platforms. We have these three Support Platforms that were launched in the context of the IGAD process, the Afghanistan situation, and also from MIRPS.
- The Support Platforms are now considering different options for how they might be able to engage, looking at the possibility for example of dedicated meetings that look at the

response to COVID-19, focus on how best to include refugees, IDPs, and stateless people, issuing joint statements of support. They are also thinking about different kinds of existing mechanisms that could be mobilized in this context.

- There are opportunities for communications and advocacy to emphasize the relevance of the GCR. We can consider working jointly with NGOs and other stakeholders such as the private sector who have shown of interest in this and doing some coordinated communications and advocacy around this.
- Slide 4: we have a road map for the follow-up on the pledges, divided into four parts:
  - 1) Analysis of the pledges to identify the trends, opportunities, and gaps in the pledges. The analysis made helps to form our baseline for how we want to work in the future.
  - 2) Pledges implementation: working closely with States and other stakeholders to facilitate and ensure that their pledges are implemented. It is also an opportunity to match pledges, e.g. if donors or other pledging entities made pledges for technical, material, or financial support. We are going through an exercise now of identifying where those general pledges of support could be matched with specific countries that made commitments towards inclusion policies to help ensure those can be implemented.
  - 3) Tracking progress in the implementation of pledges: Many of you probably have already received the message that we have the tracking tool online now and we are encouraging everyone who made a pledge to update us on progress towards the implementation of the pledge including if they wish to note any challenges or adaptations they have made in the context of the COVID situation.
  - 4) Future planning and looking at the gaps that emerged from the analysis, at strategic priorities, at opportunities and good practices that could be amplified. this will be useful when we think about the strategic focus and identify areas where we would like to see pledges in the future.
- We hope that by the time of the high-level official stocktaking meeting in December 2021, we will have a good sense of where these gaps and opportunities are.
- This is the opportunity for pledging entities to think about whether their pledges could be accelerated and also to share good practices, think about where these good practices could be replicated or upscaled
- Slide 5: The annex in the paper shows the broad area of relevant pledges made at the GRF related to Health. We provided some examples here that could potentially be escalated. We may consider the Health theme for the next Forum.
- Slides 6 & 7: We have a special page on the digital platform focused on refugees in the COVID-19 crisis where you can see the pledges that are relevant to the current situation, see the good practices, download the paper, and find some links to other key documents that have been developed in the UN system.

#### Yonatan Araya

- From the East and Horn of Africa and Great Lakes region perspective, of the 1400 pledges, 39% were made by refugee hosting countries in the region which is a strong engagement.
- Significant involvement by NGOs with about 35% of the pledges made by them.
- 26 regional pledges made by different actors including the African Union, East African Community, etc. but more interestingly in our region, the IGAD Support Platform was launched at the GRF and that platform can mobilize additional political, technical, financial support to countries hosting refugees.
- Due to the COVID-19 pandemic and containment measures, we have seen that some of the progress made in implementing pledges have been slowed down. Despite constraints there were a lot of efforts to advance the conversation and preparation of road maps has started.



- E.g. in Djibouti a GRF road map has been prepared in consultation with stakeholders. In Rwanda a concept note was developed on how to implement pledges. In Somalia, a national GRF Task Force was set up in January and agreed to work on a national action plan. In Uganda, there is a steering group in place.
- In addition to putting in place implementation arrangements for the pledges, some progress has been made in advancing the policy dialogue in implementing key pledges.
- E.g. in Kenya, the policy conversation on the education pledge and on integrating refugees is continuing. In South Sudan and in Ethiopia there has been a lot of work in advancing the costing of sector plans and in this regard, education has been a priority.
- The impact of COVID-19 has been in implementation and taking forward the IGAD Support Platform. Despite the fact that this is an important vehicle to mobilize additional financial, technical, and diplomatic resources to support member states, including in this current context, not much has been done in terms of having the first Support Platform meeting.
- However, we are looking at keeping the momentum with the Support Platform by having a virtual meeting with a closer and active participation of various stakeholders.
- COVID-19 also provides us with the opportunity to identify and prioritize pledges that could be useful in this regard. Different types of pledges could help under COVID-19 response.
- Some pledges could help the immediate health impact of COVID in a way that would allow us to have an inclusive response. In this regard some governments have made important policy commitments, e.g. Sudan committed to integrate refugees into its national health system. Djibouti has made a commitment to continue including refugees.
- Having conversation and commitments with governments is important and is needed but we also need support from different actors.
- We have seen the result of containment measures and the impact on jobs and incomes of the population in general but more importantly on refugees, especially urban refugees that are involved in the informal sector.
- Refugees rely heavily on remittances; they have been affected not only by the loss of job opportunities in countries hosting them but also the reduction in remittances coming from the developed world.
- To address the income shock, social protection measures are critical. Cash transfers needs to be scaled up and they need to be inclusive. E.g. Kenya made a pledge on strengthening institutions including also the social safety net institutions.
- Addressing the medium to long-term impact has a lot to do with economic inclusion and livelihood activities and there are a number of pledges made by governments and other stakeholders that could be leveraged, enhancing the conversation.
- E.g. FAO pledged to develop agriculture and value chains in several countries; NRC and the International Trade Center pledged to promote work for refugees and their hosts in the digital services. The need to focus on digital improvement is something we need to focus on.

#### **Leslie Velez**

- I was seconded for the last two years prior to this assignment as Protection Advisor to the Uganda Government. I was within the Office of the Prime Minister and the CRFF Secretariat.
- My first message is: in every crisis we have opportunities.
- We had two different crises in the last couple of months in Uganda, the first one is the preparations and the measures for the coronavirus but there has also been a 30% food reduction for the 1.4 million refugees in Uganda that hit at the exact same time.
- I want to thank all the NGOs. In particular, 17 NGOs pooled funds to be able to second a person full time as an Advisor to the CRRF Secretariat. This was an excellent model.



- My plea to you is that you continue to do this in Uganda because we have the coordination platforms in place. A table now exists for all the line ministries, all the development actors, NGOs, the Red Cross, the UN actors to come together.
- My second message is to remind everyone, collectively, in the NGO community to speak up, inform, engage in all of these platforms. This is more important now than ever.
- We move together very smartly and in the right direction based on learnings from the different fields. There is a lot of support of the district leadership when it comes to inclusion. Uganda has its comprehensive sector plans with education, health, water and environment.
- Refugees are now being included even at the district level, which is a huge positive sign moving forward. It is no longer seen as a burden but rather a natural responsibility.
- In the Uganda context, with 1.4 million refugees, a very large scale and collective action is required in order to preserve the asylum space.
- We are in the middle of an election year, so it is quite dicey but coordinated action, on the international side in particular, is important.
- E.g. Denmark has a new program implemented through some of NGOs and other development actors. After lockdown refocus have been done via food and double soap distribution. It is interesting to see how the development actors have shifted over to the humanitarian sphere temporarily.
- At the GRF, the Government of Uganda pledged for but also need support with the RSD backlog. There is a growing backlog, of about 50,000 cases.
- The CRRF Secretariat needs to continue to play a very important role, so continue to support that, show up, be present. There might be more resources that appeared to be on the humanitarian side but please do not neglect the longer-term.
- We are in a unique context in Uganda. We were already developing the next national development plan. We have these comprehensive sector plans as called for by the Global Compact. We even were going into then also a new UN cooperation framework and we need to come up with a new RRP. For the first time, we have to figure out how to create a RRP, keeping in mind that we have these large governmental sector response plans for education, health, water, and environment. Yet, we still have growing humanitarian imperatives that we need to meet.
- We are going into a period of revising the RRP, which will extend through the end of 2021.

## Q&A

### ICVA

- Regarding the mention of a staff seconded by INGOs, this is possibly something that could be replicated elsewhere, so maybe something that has been submitted as a good practice and if not, that would be good to see.
- Could the GCR/GRF be used to make the case for responsibility-sharing aspects – not related to financing and the context of COVID – e.g. ensuring refugees, other persons of concern have access to vaccine once it is found.
- Could we have more information about the arrangements in the Compact and how useful those are in the context of COVID? E.g. The Support Platforms, the Asylum Capacity Support Group, even some updates on where we stand on the elaboration of those mechanism and how we (NGOs) can contribute?
- What is the progress about refugee inclusion in national systems? As we heard with WHO a couple weeks ago “nobody is safe until everyone is safe”, so that militates for inclusion in national systems too. Could we see work towards in this being positive also for inclusion into other national systems like education for example?



- There was the feeling that there was a not enough focus in UNHCR paper on Durable Solutions. Could we start thinking collectively about also Solutions in the context of COVID-19? It is linked to what was said previously on inclusion in national systems: local integration and local solutions are very much about refugee inclusion. There are also links to discussions around ATRC, how resettlement is impacted, etc.

#### **Lutheran World Federation**

- What is key to protect refugees' rights and to include them in national processes as well?

#### **Leslie Velez**

- On the secondment to the CRRF Secretariat, if it has not been submitted as a good practice yet, it absolutely should be, it is one of the best arrangements we have seen.
- Protection needs in Uganda are growing within the Ugandan households. Children are at home. We have many growing incidences of SGBV. Work has been done to reprioritize, think broadly in terms of priorities across the board rather than just sectors is important.
- When we look at these acute protection challenges we are facing, one of the outcomes is NGOs, UNHCR, and all the experts getting together.
- We are now seeing the burden falling upon these community-based structures whether it is the refugee welfare committees, or the specific committees dedicated to SGBV, the water committees or even the village health teams. They are experiencing an incredible burden and we are trying to refocus ways of how to double down, what we can do with incentives and simple acts like increasing airtime on mobile phones or providing a bicycle. These small things have an incredible impact on their lives. How can we provide these kinds of materials and support to community-based structures?
- Specialized case management capacity is needed now more than ever.

#### **Yonatan Araya**

- Through this issue of inclusion and how COVID-19 is actually an opportunity to advance our conversation on inclusive responses, yes some of the measures that have been put in place would limit us in terms of having face-to-face engagement however this crisis had shown the need for an inclusive response.
- No one is safe until everyone is safe. It would be very costly to ignore refugees and IDPs in the response. So the challenge for us is to emphasize this point and make sure that everyone understands that we need to advance the conversation on inclusion.
- My plea to the NGO community would be to strengthen inclusion on health, education, in all the other sectors. And let's not lose the opportunity this crisis is creating to advance the conversation agenda.

#### **Perveen Ali**

- There was a mention that burden- and responsibility-sharing is not just about financial support and that is absolutely true. Part of the analysis that we are doing now is looking at the areas of technical expertise and material support that have also been pledged to identify how those can also be matched to support host country implementation, host country policy commitments towards inclusion.
- It requires a lot of bilateral engagement between the pledging entities and the host government. UNHCR role is to help facilitate, we are doing this at different levels because we have country specific pledges, regional pledges and global pledges that have not been channeled or directed towards a particular area. We are engaging in the pledge follow-up and matching process at all three levels.





- About the different arrangements set out in the GCR, in the paper we do outline some of the arrangements and how we could think about using them in the context of COVID.
- The ACSG, in particular, is not fully operational yet but it is on its way. The modalities are being finalized now and we would see that group as an opportunity to bring some good practices that have already been developed, to look at some of the guidance that was provided in the recent paper on remote interviewing for our RSD for example and think about how these could be replicated in the context of COVID-19. It is up to host countries to request the support of the ACSG but it is hoped that this group could help to bring some of these good practices to help governments manage significant backlogs and ensure that people have access to the protection they need during this time.
- The paper looks both at the short-term emergency response in the COVID context and then the longer-term socio-economic impacts and how to mitigate those.
- We also are planning to include durable solutions in the next version of the paper on the GCR and the COVID-19 response. We have received a number of inputs from many NGOs as well as from other actors with good examples that they would like to see included.
- On durable solutions, we are trying to find ways to keep them going and keep the focus on them both now and in the longer-term, e.g. in the East and Horn of Africa, the UNHCR Bureau has worked very closely with resettlement countries to identify ways to continue to process resettlement cases. There has been guidance developed and engagement around how best to continue this. We also have checklists that have been developed for colleagues in the field. working on durable solutions to ensure that there are key considerations and actions taken for refugees who wish to voluntarily repatriate for example.

#### **International Rescue Committee**

- In your review, has there been any difference in responding to this emergency based on what the GRF has achieved? Looking at the GRF, the global compact from your perspective, have you noticed any difference? The COVID response is unprecedented, hardly comparable to previous responses but is there anything major that you have noticed and how the humanitarian community has responded after the GRF?
- When you talk about the priority pledges, a way to prioritize GRF pledges, do you have any sense of which pledges might be prioritized per region and where we would need to focus our efforts? Maybe you have already thought of updating the outcome document in light of the emerging priorities by country or regions.

#### **Women's Refugee Commission**

- You said we should not miss this opportunity to push for inclusion with the COVID crisis. How can the Global Compact push that inclusion agenda? Would you have any lessons that we could extrapolate from that and apply to the High-Level Panel on Internal Displacement? Inclusion of IDPs is always a challenge also with government. Is there anything that we can pull out of that so that we can make sure that there is more inclusion of IDPs but also considering in terms of age, gender, and diversity?

#### **Leslie Velez**

- Following the GRF, what is different is perhaps a reprogramming exercise INGOs collectively in the refugee response in Uganda have more resources than UNHCR does. We all have very specific and certain roles to play.
- It is important to continue, with an eye towards the plans that have been dutifully laid before us to ensure we keep the long-term in mind even when we are trying to reprogram.



- We are taking all of the GRF pledges and analyzing by sector specific to Uganda so we can actually make informed decisions about priorities and where different parts of money can actually be moved to meet all of the various needs. Inclusion continues. Many of the resources and the pledges in particular that went to the INGOs are to further the comprehensive plans – the plan on education, health, water, and environment.

#### **Yonathan Araya**

- To WRC, what we have seen over the years in the inclusion conversation in many instances involves some sort of public sector reform. It is a broader public sector reform conversation that involves changing mindsets, incentive, institutional structures and you always have people that are pro-reform but you will also have people that are resisting, and in some instances working actively against.
- We need to have a longer time frame. We need to draw lessons from the development world when it comes to sector specific or broader public sector reform exercises and then apply those lessons to the context.
- The other lesson that comes to mind is the issue of financing. Whenever you have conversations with government, especially when it comes to inclusion in services, one of the questions they ask is who is going to pay. Sometimes you get stuck in these conversations especially when there is no long-term financial commitment.
- Detailed financial modeling could help advance a conversation because without this, it becomes a responsibility-sharing conversation and sometimes government wanting us, and donors to commit to long-term financing which in most cases donors are not able to do.

#### **Perveen Ali**

- The outcome document was just published yesterday, and it captures the outcomes of the GRF. The key trends that emerged from the pledge is a summary of participation, the different kinds of arrangements that were launched, that will not be revised.
- The document presented today, on the role of the GCR in the COVID-19 response, is a living document that will be revised periodically to incorporate new examples and new information as we receive. The annex contains the examples of pledges that could be accelerated. Pledges are not only organized by theme but also by region so you can already see which pledges in which region could potentially be accelerated, that is a good starting point for considering what can be done on the ground.

#### **Gillian Triggs**

- How effective the Compact is going to be? We will have to be very focused on that question the next months.
- COVID-19 has shown why the Compact is important. We need the principles of the Compact as we have never needed them before.
- On the suspension of resettlement driven by the lack of transport, concerns of quarantine, and spread of the virus, it is almost unprecedented in UNHCR's 70-year history. We have suspended resettlements but a great deal of work has been going on behind the scenes, some of it very positive, using technology for remote interviews, for developing systems and communications we have not had before. Something we are going to speed up in the future.
- Resettlement is not possible in the short-term, nor in many emergency cases has voluntary repatriation. So two of the key durable solutions have not been impossible to pursue or only on the most limited and emergency humanitarian bases. That brings us back again and again to the point about inclusion.



- Inclusion is where we are in terms of advocacy and that is the idea of complementary pathways. We are working hard on family reunions, on educational mechanisms, labor mobility and recognition of labor qualifications.
- Inclusion is the name of the game and as has been pointed out that does require complex discussions with governments. It is not as simple as saying, we want people included in social welfare systems. It does require a public service and institutional rethinking and that requires a lot of work. UNHCR, with its country offices, is working on the inclusion of refugees and other persons of concerns in most health systems.
- We argue not only for health and education inclusion but for the wider and social networks that protect people who are vulnerable across society and that is a key challenge for us along with efforts to ensure that refugees and IDPs are included in access to jobs.